

Madison County Transportation Disadvantaged Service Plan – Annual Update

July 1, 2022 - June 30, 2027

Madison County Transportation Disadvantaged
Coordinating Board



2022/27 Madison County Transportation Disadvantaged Service Plan – Annual Update

Approved by the

Madison County
Transportation Disadvantaged Coordinating Board

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Ronnie Moore, Chair

with Assistance from



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May 1, 2023

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Chapter I: Development Plan

A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Madison County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21). The Coordinated Public Transit-Human Services Transportation Plan identifies the transportation needs of individuals with disabilities, older adults and people with low incomes.

1. Background of Florida's Transportation Disadvantaged Program

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as:

"those persons who because of physical or mental disability, income status, age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes."

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Section 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact Chapter 427, Florida Statutes with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code was adopted to implement the provisions of Chapter 427, Florida Statutes. In addition, Rule 41-2 of the Florida Administrative Code assigns the Florida Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The following sections discuss each of the major components of the Transportation Disadvantaged Program.

a. Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged is independent and reports to the Governor and the Legislature. Chapter 427, Florida Statutes states that:

"the purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged."

The Governor appoints seven members to the Florida Commission for the Transportation Disadvantaged. Five of the members must have significant experience in the operation of a business and two of the members must have a disability and use the transportation disadvantaged system. The Chair is appointed by the Governor and Vice-Chair is elected annually from the membership of the Florida Commission for the Transportation Disadvantaged.

b. Designated Official Planning Agency

The Designated Official Planning Agency is responsible for transportation disadvantaged planning in a given area. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations. In the rural areas of the state, organizations which are eligible to be planning agencies are:

- county or city governments
- regional planning councils
- metropolitan planning organizations
- local planning organizations who are currently performing planning activities in the service area

The North Central Florida Regional Planning Council is the Designated Official Planning Agency for Madison County. According to Rule 41-2 of the Florida Administrative Code, responsibilities of the Designated Official Planning Agency include:

- Appointment of members to the local coordinating boards.
- Provision of staff support to the local coordinating boards.
- Recommendation to the Florida Commission for the Transportation Disadvantaged regarding the initial selection or re-designation of the Community Transportation Coordinator.

c. Local Coordinating Boards

The Designated Official Planning Agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the Community Transportation Coordinator concerning the coordination of transportation services.

According to Rule 41-2 of the Florida Administrative Code, the Designated Official Planning Agency appoints an elected official, to serve as the official chairperson for all local coordinating board meetings. The Board shall elect a Vice-Chair.

In addition to the Chair, the following agencies or other groups serve on the local coordinating boards as voting members:

- An elected official from Madison County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.

- A person recommended by the local Veterans Service Office representing veterans of the county.
- A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age sixty representing the elderly.
- A person with a disability representing the disabled.
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation services of the system as their primary means of transportation.
- A local representative for children at risk.
- In areas where they exist, the Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elderly Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.
- A local representative of the Florida Agency for Persons with Disabilities.

The following are some of the duties of the local coordinating board:

- Approving the Transportation Disadvantaged Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance.
- Reviewing all applications for local, state and federal transportation disadvantaged funds.

d. Community Transportation Coordinator

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Big Bend Transit, Inc. is the designated Community Transportation Coordinator for Madison County.

Big Bend Transit, Inc. may provide all or a portion of transportation service in a designated service area. Big Bend Transit, Inc. may subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of Big Bend Transit, Inc.:

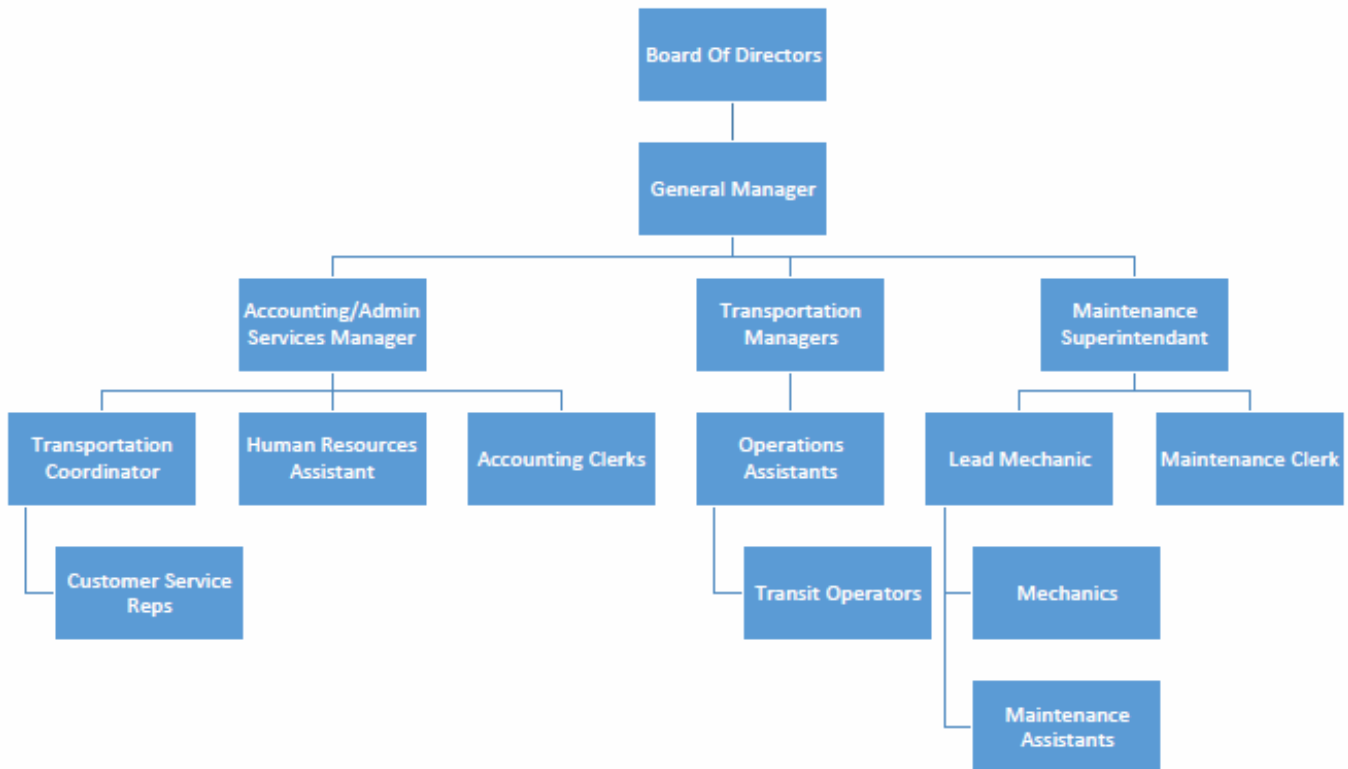
- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.

- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

2. Designation Date/History

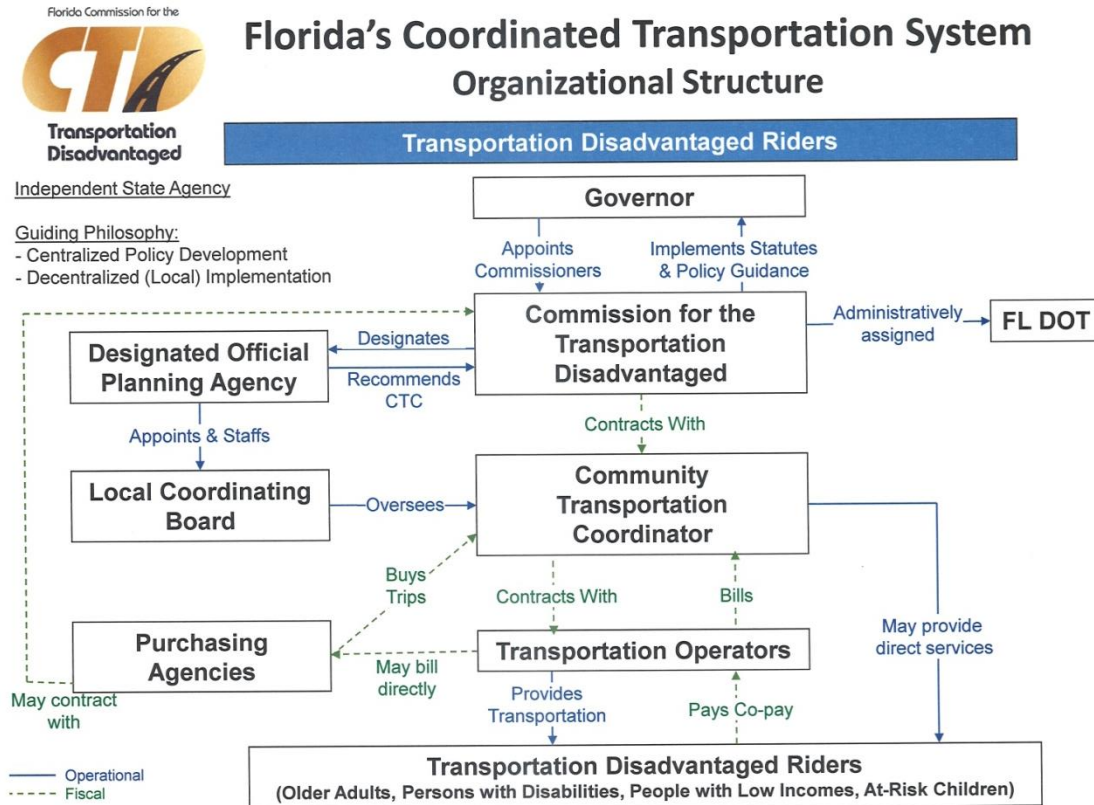
The Florida Commission for the Transportation Disadvantaged first approved Big Bend Transit, Inc.'s designation as the Community Transportation Coordinator for Madison County in October 1990. In 2022, the North Central Florida Regional Planning Council issued a request for proposals for Madison County Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged designated Big Bend Transit, Inc. as the Madison County Community Transportation Coordinator effective July 1, 2022.

Big Bend Transit, Inc. is a private non-profit corporation, incorporated in March 1978 for the primary purpose of coordinating, consolidating, planning for and providing efficient and effective paratransit services for persons with disabilities, elderly individuals, low-income individuals and other transportation disadvantaged individuals. The business affairs of Big Bend Transit, Inc. are managed by a Board of Directors. Coordination functions and the general operating functions are directed by a General Manager. Operations, maintenance, administration/fiscal personnel are employed by Big Bend Transit, Inc. The following chart identifies Big Bend Transit, Inc., Inc.'s organizational structure.



3. Florida's Coordinated Transportation System Organization Chart

The following chart identifies the partners involved in Florida's Transportation Disadvantaged Program.



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plan

The local comprehensive planning process involves essentially four basic steps:

1. the collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. the formulation of goals for future growth and development;
3. the development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan;
4. the implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Madison County Comprehensive Plan.

b. Regional Policy Plan

The North Central Florida Strategic Regional Policy Plan adopted in August 2018 is a long-range guide for the physical, economic, and social development of a planning region which identifies regional goals and policies. The plan contains regional goals and policies designed to promote a coordinated program of regional actions directed at resolving problems identified in the trends and conditions statements contained within each strategic regional subject area.

The following policies are included in the Strategic Regional Policy Plan:

REGIONAL GOAL 5.6. Reduce the unmet general trip demand of the north central Florida Transportation Disadvantaged population.

Policy 5.6.1. Improve mobility options for low-income, elderly and disabled citizens.

Policy 5.6.2. Increase funding for coordinated transportation systems for the transportation disadvantaged.

Policy 5.6.3. The Council and/or the Metropolitan Transportation Organization for the Gainesville Urbanized Area should provide technical assistance to designated north central Florida local transportation coordinating boards and community transportation coordinators.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Strategic Regional Policy Plan.

c. Transit Development Plan

Not applicable.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan establishes goals, objectives and a plan of action for the Florida Commission for the Transportation Disadvantaged. The plan presents forecasts of demand for transportation disadvantaged services, the cost of meeting the forecasted demand, forecasts of future funding for transportation disadvantaged services and approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, demand for trips, number of trips supplied, unmet demand for trips and operating expenses.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan.

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

The Madison County Transportation Disadvantaged Board includes representatives of public, private and non-profit transportation and human services providers as well as the public to participate in the development and update of the Madison County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Madison County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

6. Madison County Transportation Disadvantaged Coordinating Board Membership Certification

UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEMBERSHIP CERTIFICATION

Name: North Central Florida Regional Planning Council
Address: 2009 N.W. 67th Place
Gainesville, Florida 32653-1603

The Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature:  Date: 3/23/23
Anthony Adams, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Commissioner Johns		No Term
Elderly	Vacant	Vacant	6/30/2023
Disabled	Vacant	Vacant	6/30/2024
Citizen Advocate	Vacant	Vacant	6/30/2024
Citizen Advocate/User	Vacant	Vacant	6/30/2024
Children at Risk	Vacant	Vacant	6/30/2025
Florida Association for Community Action	Vacant	Vacant	6/30/2023
Public Education	Vacant	Vacant	No Term
Florida Agency for Persons with Disabilities	Sheryl Stanford	Diana Burgos-Garcia	No Term
Florida Department of Transportation	Geanelly Reveron	Lauren Adams	No Term
Florida Department of Children and Families	Vacant	Vacant	No Term
Florida Department of Elder Affairs	Libby Murphy	Vacant	No Term
Florida Department of Education	Vacant	Vacant	No Term
Florida Agency for Health Care Administration	Reeda Harris	Pamela Hagley	No Term
Regional Workforce Development Board	Elizabeth Wetherington	Vacant	No Term
Veteran Services	Barbara Fischer	Vacant	6/30/2023
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2025
Local Medical Community	John "Dan" Mann	Vacant	6/30/2025

7. Madison County Transportation Disadvantaged Coordinating Board Membership

MADISON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Geanelly Reveron Florida Department of Transportation	Lauren Adams Florida Department of Transportation Grievance Committee Member
Steve Russell Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Elizabeth Frieman Blakely Florida Department of Elder Affairs	Janice Presley Florida Department of Elder Affairs
Vacant Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Diane Head Regional Workforce Development Board Grievance Committee Member	Anthony Jennings Regional Workforce Development Board
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Diana Burgos-Garcia Florida Agency for Persons with Disabilities
Matthew Pearson, Vice-Chair Florida Association for Community Action Grievance Committee Member Term ending June 30, 2023	Vacant Florida Association for Community Action Term ending June 30, 2023
Melinda Richie Public Education	Vacant Public Education
Alvin Swilley Veterans Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Renee Demps Citizen Advocate Term ending June 30, 2024	Farron Perry Citizen Advocate Term ending June 30, 2024
Vacant Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2024
Paula Arnold Persons with Disabilities Term ending June 30, 2024 Grievance Committee Member	Vacant Persons with Disabilities Term ending June 30, 2024
Carl A. Sims, Jr. Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Shanetha Mitchell Medical Community Term ending June 30, 2025	Kimberly Allbritton Medical Community Term ending June 30, 2025
Donna Hagan Children at Risk Term ending June 30, 2025	Vacant Children at Risk Term ending June 30, 2025
Vacant Private Transit Term ending June 30, 2025	Vacant Private Transit Term ending June 30, 2025

B. Service Area Profile and Demographics

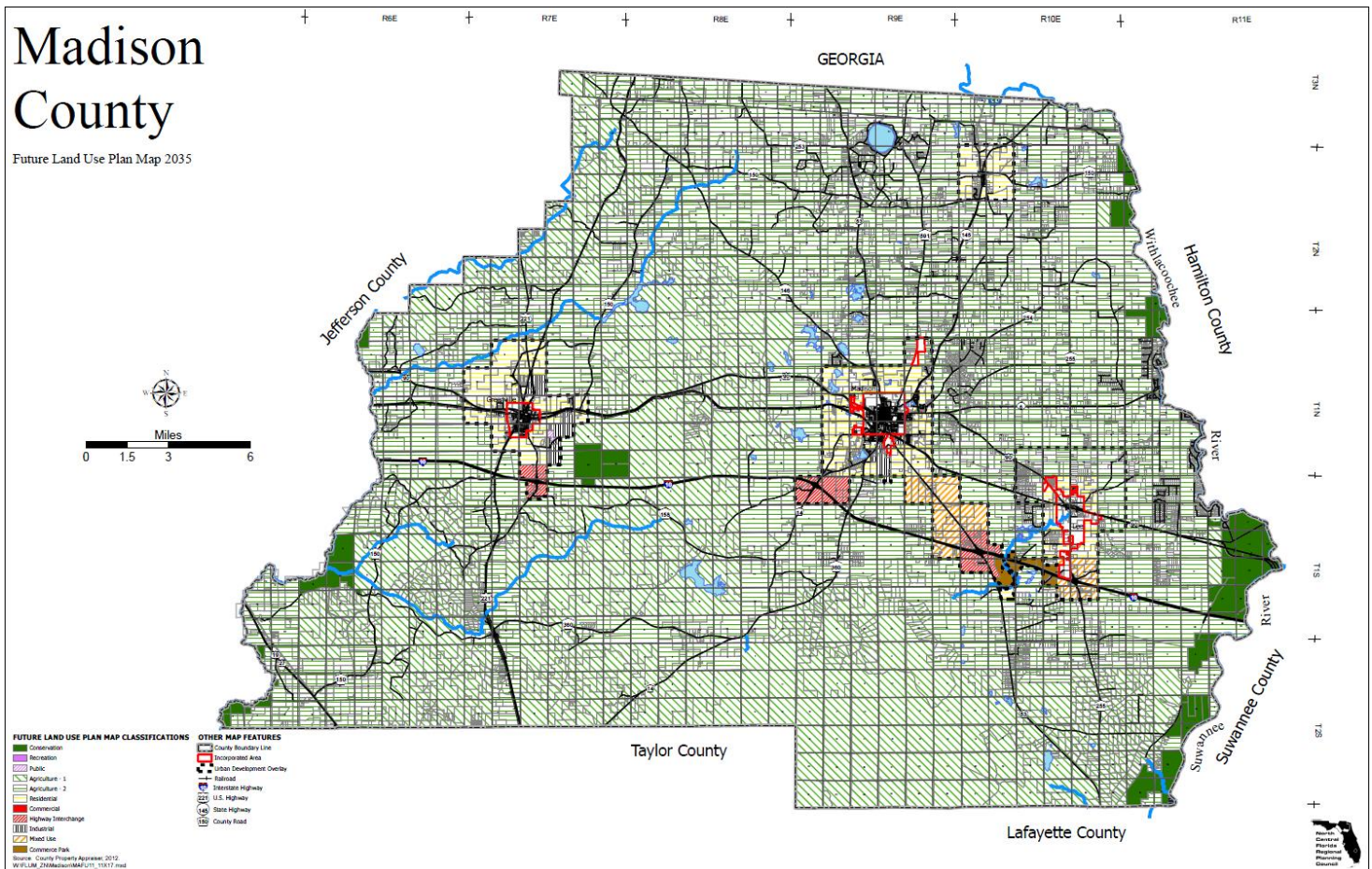
1. Madison County Service Area Description

Madison County has a land area of approximately 692 square miles. The County is located along the northern border of the State of Florida, on the south boundary of the State of Georgia. The County is bounded on the east by Hamilton and Suwannee Counties, on the south by Lafayette and Taylor Counties and on the west by Jefferson County. The Withlacoochee, Suwannee and Aucilla Rivers form a boundary on the east and west.

2. Demographics

a. Land Use

The Madison County Comprehensive Plan was rewritten and adopted by Ordinance on July 2013 and was amended on June 2015. The Comprehensive Plan is comprised of ten elements: 1) Future Land Use Element, 2) Traffic Circulation Element, 3) Housing Element, 4) Infrastructure Element, 5) Conversation Element, 6) Recreation and Open Space Element, 7) Intergovernmental Coordination Element, 8) Capital Improvements Element, 9) Economic Development Element and 10) Public School Facilities Element. Below is the Future Land Use Plan Map 2035.



b. Population/Composition

The Bureau of Economic and Business Research estimates Madison County's total population in 2022 as 18,438. The Bureau of Economic and Business Research also estimates the population of the City of Madison as 3,002 the Town of Greenville as 756, the Town of Lee as 388 and the unincorporated area as 14,292.

TABLE 1
POPULATION COUNTS AND ESTIMATES
MADISON COUNTY

AREA	POPULATION COUNT 2020	POPULATION ESTIMATE 2022
Madison County	17,968	18,438
Town of Greenville	746	756
Town of Lee	375	388
City of Madison	2,912	3,002
Unincorporated Area	13,935	14,292

Source: Bureau of Economic and Business Research, University of Florida

TABLE 2
POPULATION
MADISON COUNTY, 2020

2020 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
17,968	695	26

Source: U.S. Bureau of the Census, 2010, State and County Quick Facts

According to Bureau of Economic and Business Research, 1,148 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households

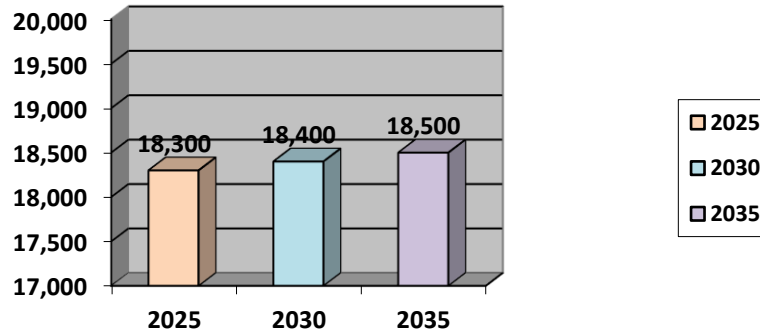
c. Population Densities

With approximately 652 square miles of land area, the County population density in 2020 was approximately 26 persons per square mile.

d. Population Projections

According to the Bureau of Economic and Business Research, Madison County will have a total population of 18,300 in the year 2025. Illustration I shows population projections for 2025, 2030 and 2035.

ILLUSTRATION I



Source: Bureau of Economic and Business Research, University of Florida

e. Population Age Distribution

Population age distribution is useful in determining mobility needs which might be met by transit. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group.

TABLE 3
Population Estimates By Age Group
Madison County

Age Group	Estimated 2021 Population
0-4	1,078
5-17	2,828
18-24	1,406
25-54	6,284
55-64	2,567
65-79	3,025
80+	934

Source: Bureau of Economic and Business Research

f. Disability and Self Care Limitations

According to the Bureau of the Census 2013-2017 American Community Survey 5-Year Estimates, Madison County had an estimated disabled population of 3,384 in 2017. The estimated population under 18 years of age with a disability was 101. The estimated population 18 to 64 years of age with a disability was 1,809. The estimated population 65 years and over with a disability was 1,474.

g. Employment

According to the Florida Department of Economic Opportunity, in 2022, Madison County's labor force was 55.3 percent of the population 18 years of age and older. The unemployment rate was 3.1 percent.

h. Income

According to the Florida Department of Health, the median household income for Madison County in 2021 was \$39,503. Table 4 characterizes the levels of household income in Madison County. Table 5 shows income levels used to define the federal poverty level. The percent of persons below poverty level in 2021 was 21.8 percent. Table 4 shows per capita income and the median household income. Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use.

TABLE 4
HOUSEHOLD INCOME
MADISON COUNTY

PER CAPITA PERSONAL INCOME 2021	MEDIAN HOUSEHOLD INCOME 2021
\$39,165	\$39,503

Source: U.S. Bureau of the Census, 2020, State and County Quick Facts

TABLE 5
2023 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

Persons In Family/Household	2023 Poverty Guideline
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,820
7	\$45,420
8	\$50,560

* For families/households with more than 8 persons, add \$5,140 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

According to the Florida Agency for Health Care Administration, Florida Department of Health, Division of Public Health Statistics & Performance Management, the total Medicaid eligibles for Madison County as of December 31, 2023 was 6,138. Table 7 shows individuals who received Supplemental Security Income.

TABLE 6
INCOME AND POVERTY STATUS
MADISON COUNTY

MEDIAN HOUSEHOLD INCOME 2021	PERCENTAGE OF PERSONS BELOW POVERTY LEVEL 2021
\$39,503	21.8%

Source: U.S. Bureau of the Census, 2020, State and County Quick Facts

TABLE 7
SUPPLEMENTAL SECURITY INCOME
MADISON COUNTY
2021

Type Of Assistance	Recipients
Aged Assistance	50
Blind and Disabled	868

Source: Social Security Administration, Master Beneficiary Record and Supplemental Security Record

i. Housing

The 2020 Census estimates that, in 2018, the total number of households in Madison County was 6,682 and that the average household size was 2.45. Table 8 provides information about housing in Madison County.

TABLE 8
HOUSING
MADISON COUNTY

HOUSEHOLDS 2021	PERSONS PER HOUSEHOLD
7,071	2.35

Source: U.S. Bureau of the Census, 2020, State and County Quick Facts

j. Health

Madison County has one hospital, Madison County Memorial Hospital. According to the 2022 Physician Workforce Annual Report, there were 7 licensed doctors of medicine in Madison County in 2021/22.

k. Transportation

According to the Bureau of the Census 2013-2017 American Community Survey, 786 households in Madison County were estimated to have no vehicle available.

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

The National Center for Transit Research Center for Urban Transportation Research developed a methodology for estimating the general and critical need Transportation Disadvantaged population based on the most current U.S. Census Bureau demographic and socio-economic data available. The general Transportation Disadvantaged population includes the estimates of all disabled, elderly, low income persons and children who are "high-risk" or "at-risk."

The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

The following tables show general and critical need Transportation Disadvantaged population estimates for Madison County.

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Madison County

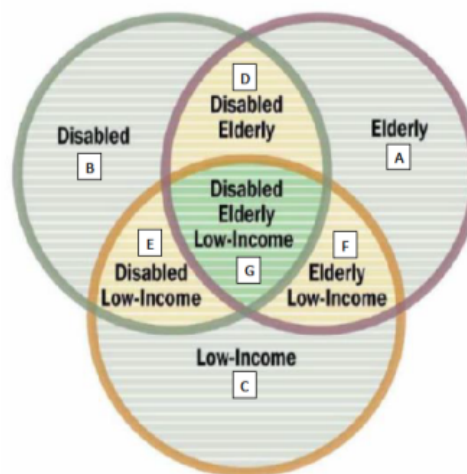
Census Data from 2018

County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
<18	3,492	18.8%	1,759	9.5%	290	8.3%	126	3.60%
18-64	11,239	60.7%	2,857	15.4%	2,192	19.5%	539	4.80%
Total Non Elderly	14,731	79.5%	4,616	24.9%	2,481	16.8%	665	4.52%
65+	3,798	20.5%	625	3.4%	1,758	46.3%	300	7.90%
Total Elderly	3,798	20.5%	625	3.4%	1,758	46.3%	300	7.90%
Total	18,529	100%	5,241	28.3%	4,240	22.9%	965	5.21%

Double Counts Calculations

E - Estimate non-elderly/disabled/ low income	From Base Data (I9)	665
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G9	1,816
G - Estimate elderly/disabled/low income	From Base Data (I11)	300
D - Estimate elderly/ disabled/not low income	Subtract I11 from G11	1,458
F - Estimate elderly/non-disabled/low income	Subtract I11 from E11	325
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C11	1,715
C - Estimate low income/not elderly/not disabled	Subtract I9 from E9	3,951
Total - Non-Duplicated		10,230

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	10,230	55.2%



CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Madison County

Census Data from: 2018

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	290	8.30%	126	3.60%
18-64	2,192	19.50%	539	4.80%
Total Non Elderly	2,481	16.85%	665	4.52%
65+	1,758	46.30%	300	7.90%
Total Elderly	1,758	46.30%	300	7.90%
Total	4,240	22.88%	965	5.21%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	190
11.70%	35
	225

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	475	190	665
<i>Elderly</i>	265	35	300
TOTAL	740	225	965

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
<u>Less</u>	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
<i>Assumes</i>	4,276		
27.2%	xx % without auto access		
	1,163		
100%	xx % without transit access		
	1,163		
		Calculation of Daily Trips	
		Rates	Total
		Per Person	Daily Trips
Total Actual Critical TD Population			
<i>Severely Disabled</i>	965	0.049	47
<i>Low Income ND</i>	###	1.899	2,209
Totals	2,128		2,256

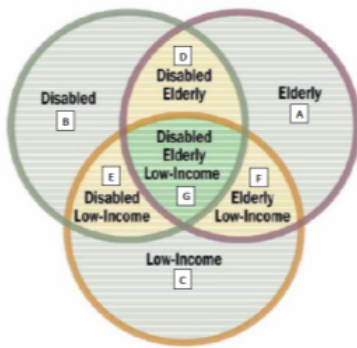
2. Paratransit Service Demand Estimation

The National Center for Transit Research Center for Urban Transportation Research developed a paratransit service demand estimation tool based on the most current U.S. Census Bureau demographic and socio-economic data available. The following table shows trip demand for the critical Transportation Disadvantaged population.

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Madison County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/low income	665	667	669	671	672	674	676	678	680	682	684
B - Estimate non-elderly/disabled/not low income	1,816	1,821	1,826	1,831	1,836	1,841	1,846	1,851	1,856	1,861	1,866
G - Estimate elderly/disabled/low income	300	301	302	303	303	304	305	306	307	307	308
D - Estimate elderly/disabled/not low income	1,458	1,462	1,466	1,470	1,474	1,478	1,482	1,486	1,491	1,495	1,499
F - Estimate elderly/non-disabled/low income	325	326	327	328	329	329	330	331	332	333	334
A - Estimate elderly/non-disabled/not low income	1,715	1,719	1,724	1,729	1,733	1,738	1,743	1,748	1,752	1,757	1,762
C - Estimate low income/not elderly/not disabled	3,951	3,962	3,972	3,983	3,994	4,005	4,016	4,027	4,038	4,049	4,060
TOTAL GENERAL TD POPULATION	10,230	10,258	10,286	10,314	10,342	10,370	10,399	10,427	10,455	10,484	10,512
TOTAL POPULATION	18,529	18,579	18,630	18,681	18,732	18,783	18,834	18,885	18,937	18,988	19,040



Madison County

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
<i>Disabled</i>	965	968	970	973	976	978	981	984	986	989	992
<i>Low Income Not Disabled No Auto/Transit</i>	1,163	1,166	1,169	1,173	1,176	1,179	1,182	1,185	1,189	1,192	1,195
Total Critical Need TD Population	2,128	2,134	2,140	2,146	2,152	2,157	2,163	2,169	2,175	2,181	2,187
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	47	47	48	48	48	48	48	48	48	48	49
<i>Low Income - Not Disabled - No Access</i>	2,209	2,215	2,221	2,227	2,233	2,239	2,245	2,251	2,257	2,263	2,269
Total Daily Trips Critical Need TD Population	2,256	2,294	2,333	2,372	2,412	2,455	2,498	2,543	2,588	2,633	2,675
Annual Trips	586,522	596,434	606,514	616,764	627,187	638,288	649,586	661,084	672,785	684,693	695,443

3. Barriers to Coordination

Medicaid non-emergency transportation services are no longer coordinated through Florida’s Coordinated Transportation System in Madison County. In May 2014, the Florida Agency for Health Care Administration implemented Florida’s Managed Medical Care Program. The Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available.

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. According Chapter 2 of the Florida Agency for Health Care Administration Transportation Coverage, Limitations and Reimbursement Handbook, July 1997, “Medicaid is required by Chapter 427, Florida Statutes to purchase transportation services through the designated Community Transportation Coordinator, unless those services are not cost effective or the Community Transportation Coordinator does not coordinate Medicaid transportation services.”

Other barriers to the coordination of transportation services in Madison County include the following:

- low density, rural population limits the ability to multi-load vehicles while maintaining an acceptable level of service; and
- limited availability of medical services/facilities in Bradford County requires out-of-county trips.

4. Needs Assessment

United States Code Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide transportation to Madison County residents travelling within the rural area and/or adjacent urban areas.	2023/24	Madison County	\$270,795.00	Federal Transit Administration
			\$270,795.00	Big Bend Transit, Inc.

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2023/24	Madison County	\$253,682.00	Transportation Disadvantaged Trust Fund
			\$ 28,186.00	Big Bend Transit, Inc.

5. Goals, Objectives and Strategies

GOAL I: Coordinate transportation disadvantaged services that are funded with local, state and/or federal government funds.

OBJECTIVE: Identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator.

Strategy a: Identify agencies in Madison County that receive local, state and/or federal funds to transport clients or purchase vehicles.

Strategy b: Contact agencies to obtain information about coordination opportunities.

Strategy c: Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: Identify unmet transportation needs in Madison County.

OBJECTIVE: Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy: Report quarterly the number and types of transportation services that are requested which it is unable to provide.

GOAL III: Provide transportation services that are consumer oriented and effectively coordinate trips.

OBJECTIVE: Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

Strategy a: Report on a quarterly basis the number of single passenger trips provided.

Strategy b: Work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.

Strategy c: Document the reduction of single passenger trips.

Strategy d: Measure the total passenger trips per vehicles quarterly.

GOAL IV: Develop creative ways to provide additional trips.

OBJECTIVE: Identify additional funding opportunities to provide transportation.

Strategy: Using unmet needs data, determine the level of demand and cost of providing additional service.

GOAL V: Ensure demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.

OBJECTIVE: Comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.

Strategy a): Eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.

Strategy b): Train staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.

GOAL VI: The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.

OBJECTIVE: The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.

GOAL VII: Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.

OBJECTIVE: Adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.

Strategy a): Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.

Strategy b): Inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.

GOAL VIII: Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.

OBJECTIVE: Complete all reports which require Local Coordinating Board review and/or approval.

Strategy: Complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.

GOAL IX: Maintain the quality of service.

OBJECTIVE: The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.

Strategy: The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.

OBJECTIVE: **The Community Transportation Coordinator shall provide courteous and professional service.**

Strategy: Reservationists and other office staff shall receive sensitivity and courtesy training annually.

GOAL X: Promote cost and service efficiency through efficient routing, scheduling and operation procedures.

OBJECTIVE: The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.

Strategy: The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients’ needs and limitations.

GOAL XI: Ensure the provision of safe transportation services.

OBJECTIVE: Ensure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.

Strategy: he System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule and 14-90, Florida Administrative Code*.

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Madison County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2023/24 (4) 2023/24
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing

STRATEGIES	IMPLEMENTATION DATE
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2023/24
<ul style="list-style-type: none"> (1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds. 	<ul style="list-style-type: none"> (1) Ongoing (2) 2023/24 (3) Quarterly
<ul style="list-style-type: none"> (1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting. 	<ul style="list-style-type: none"> (1) Ongoing (2) Ongoing
<ul style="list-style-type: none"> (1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data. 	<ul style="list-style-type: none"> (1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually
<ul style="list-style-type: none"> (1) Maintain a data base with pertinent information relative to clients' needs and limitations. 	<ul style="list-style-type: none"> (1) Ongoing
<ul style="list-style-type: none"> (1) The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code. 	Annually

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Chapter II: Operations Element

A. Operations

The operations element is a profile of the Madison County coordinated transportation system. This element is intended to provide basic information about the daily operations of Big Bend Transit, Inc. and its contracted transportation operators.

1. Types, Hours and Days of Service

Advance Reservation	Within Madison-County Between Madison County and other Florida Counties (on occasion south Georgia Counties)	Curb to Curb Door to Door (on exception)	Ambulatory Wheelchair	24 Hour Advance Notice	Monday - Saturday 6:00 a.m. to 6:00 p.m.
Madison In-Town Shuttle	Within the City of Madison	Curb to Curb	Ambulatory Wheelchair	Fixed schedule service	Monday, Wednesday and Friday 7:30 a.m. to 2:30 p.m.
Evacuation	Within Madison County	Door to Door	Ambulatory Wheelchair	Service provided according to agreement.	Service provided according to agreement.

a. Bariatric Transportation

Transportation Disadvantaged Program: Big Bend Transit, Inc. is required to transport all "common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight may not be transported.

b. Hours and Days of Service

Transportation Disadvantaged Program: Monday through Saturday, 6:00 a.m. to 6:00 p.m. excluding holidays (see below).

c. Holidays

Transportation Disadvantaged Program sponsored service will not be provided on the following observed holidays.

Thanksgiving Day
Christmas Day
New Year's Day

2. Accessing Services

a. Office Hours

Big Bend Transit, Inc.'s office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

b. Phone Number

Transportation Disadvantaged Program: 850.973.4418.

c. Advance Notification Time

Transportation Disadvantaged Program - Trip reservations must be placed by 2:00 p.m. the day before travel and no more than 14 days in advance of the day of travel. Trips are scheduled Monday through Friday from 8:00 a.m. to 5:00 p.m.

d. Trip Cancellation Process

Trip cancellations shall be made to Big Bend Transit, Inc. a minimum of two (2) hours prior to the earliest pick-up time. A "no show" will be charged to passengers who do not cancel trips a minimum of two (2) hours prior to their pick-up time. Hours for cancelling service are Monday through Friday 6:00 a.m. to 6:00 p.m.

e. No-Show Policies

Transportation Disadvantaged Program - A no-show occurs when a passenger fails to board the Big Bend Transit, Inc. vehicle within five minutes after it arrives within the pick-up window or if a passenger violates Big Bend Transit, Inc. policies and as a result the passenger is not transported.

Trips that are not canceled at least two hours before the passenger's scheduled pick-up time will be considered a no-show. If a passenger's trip of origin is a no-show, the return trip will automatically be canceled unless the passenger requests to keep the return trip.

When a passenger accumulates a total of four no-shows within a 30-day period, they will receive a written notice of service suspension, and a 30-day service suspension will be imposed. A second suspension (four more no-shows) within a six-month period may result in an additional service suspension of 60 days. If more than two suspensions occur in a six-month period, service will be cancelled for up to one year.

f. **After Hours Service**

After hours service is not sponsored by Florida's Transportation Disadvantaged Program.

g. **Passenger Fares**

Transportation Disadvantaged Program - Big Bend Transit, Inc. charges \$2.00 per one-way trip for service sponsored by Florida's Transportation Disadvantaged Program.

h. **Transportation Disadvantaged Program Eligibility**

Big Bend Transit, Inc. will determine through an eligibility application process whether an individual is unable to transport themselves or purchase transportation. Individuals who do not have an operational vehicle in the household; the ability to operate a vehicle; or the ability to find transportation from other sources are considered eligible for Transportation Disadvantaged Program services. Individuals who are unable to purchase transportation will also be considered for Transportation Disadvantaged Program eligibility.

Transportation Disadvantaged Program sponsored services are provided on a first-come, first served basis. Service sponsored by the Transportation Disadvantaged Program may be denied if there are insufficient funds to provide that service.



Transportation Disadvantaged Application

Section I: General Information

Full Name: _____
Last First M.I.

Address: _____
Street Address Apartment/Lot #

City State ZIP Code

Check one: House Apartment Mobile home Nursing home
 Group home

Is this address within the city limits? Check one: Yes No
For what type of travel do you intend to use this service? _____

How often do you plan to travel? Daily Weekly Monthly

Mailing Address: _____
Street Address Apartment/Lot #

City State ZIP Code

Home Phone#: _____ Alternate Phone#: _____

Email: _____

SSN#: _____

Gender: _____ Birth Date : _____

Emergency Contact Name: _____

Relationship: _____ Emergency Contact Phone#: _____

Section II: Mobility & Functionality Status

Check all Mobility Aids and/or Impairments that apply:

- Wheel Chair Walker Cane Crutches Leg Brace
 Portable Oxygen Totally Blind Legally Blind Deaf
 Hearing Impaired Mentally Impaired Speech Impairment

If you checked "Mentally Impaired", please indicate the type of mental disability:

I require an escort to travel. (Check one) Yes No

In case of mental or physical impairment, please answer the following questions:

1. Are you unable to drive yourself due to your disability? Yes No
If "yes", explain why. _____

2. How do you currently travel to your destinations? _____
3. Are you able to grip handles or railings? Yes No
4. Are you able to understand and follow directions/requests? Yes No
(IF NO, A PERSONAL ESCORT IS REQUIRED WHEN TRAVELLING.)
5. Can you deal with unexpected situations or changes in routine? Yes
 No (IF NO, A PERSONAL ESCORT IS REQUIRED WHEN TRAVELLING.)

Section III: Income Status

1. Are you currently receiving Medicaid? Yes No
If yes, include Medicaid#: _____
2. Check current assistance: Food Assistance (EBT) AFDC SSI
(Must attach most current supporting documentation if applicable.)

3. What is your annual household income? _____

(Must attach most current supporting documentation.)

4. Do you or anyone in your household have a car? Yes No

5. Do you have friends or relatives who can transport you? Yes No

Would you be interested in a free **Madison Shuttle** bus pass for travel within your county?

Yes No

Section IV: Applicant Release

Applicant acknowledges that the information provided is true and correct to the best of their ability and will only be used to assess eligibility. *I hereby authorize my medical representative to release information regarding my level of functionality and need for transportation with BBT.* Any false information submitted will be found cause for immediate disqualification or revocation of eligibility.

Applicant Signature

Date

If you are signing on the applicant's behalf, please indicate relationship to applicant (i.e. legal guardian, parent, personal care attendant, etc.)

Signature

Date

Section V:

If you have indicated that you are mentally or physically impaired, please have a Medical Professional (such as a licensed physician, nurse practitioner, physical therapist, social worker, etc.) review this application and complete the following—

1. Do the disabilities of the applicant require that he/she bring a personal care attendant or escort on each trip?(Check one) Yes No (If "yes" the applicant **must** travel with an escort for **each** trip.)
2. Indicate which type of transportation is required by the applicant based upon his/her functionality (Check one) Ambulatory Vehicle Wheelchair Accessible Vehicle

Please initial the following:

___ I hereby certify that I have treated the above mentioned applicant and I am familiar with his/her disability and health condition.

___ I hereby certify that I have read and agree with the information submitted in this application.

Please attach pertinent medical documentation (such as evaluations, test results, or reports) that would explain the diagnosis or limitations of the applicant. Failure to do so will delay eligibility determination.

I understand that by signing, I am acknowledging that the information in this evaluation is true and correct to the best of my knowledge. I certify that providing false or misleading information could result in the re-examination of eligibility status of the applicant and may be reported to the license/certification jurisdiction of the State of Florida.

Print or type name of medical professional *License Number*

Office Address: _____

Street Address

Building/Suite #

City

State

ZIP Code

Office
Phone#: _____

Extension: _____

Signature

Date

****IF ANY SECTION IS LEFT BLANK, OR ANY REQUIRED DOCUMENTATION IS NOT SUBMITTED, THIS FORM **WILL** BE RETURNED AND ELIGIBILITY CONSIDERATION WILL BE DELAYED****

Return this application along with supporting documentation to the following address:

Big Bend Transit, Inc.
PO Box 1721
Tallahassee, FL 32302

Visit our website www.bigbendtransit.org for more information about the services that Big Bend Transit, Inc. offers in your community.

Office Use Only:

Received date-- _____ Approved date-- _____ Denied date-- _____

i. Transportation Disadvantaged Program Trip Priorities

Big Bend Transit, Inc. in cooperation with the Coordinating Board has established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds:

- Life Sustaining Medical Trips
- General Medical Trips
- Employment Trips
- Essential Business Trips
- Education/Training Trips
- Nutrition/Mealsite Trips
- Recreational/Social Trips

3. Transportation Operators And Coordination Contractors

Big Bend Transit, Inc. does not have any subcontracts with transportation operators or coordination contractors.

4. Public Transit Utilization

Not applicable. There is no fixed route, public transit system operating in Madison County.

5. School Bus Utilization

Currently, there is no need to use school buses at this time. If Big Bend Transit, Inc. determines a need to use school buses in the future, the Madison County School Board will be contacted for assistance.

6. Vehicle Inventory

Big Bend Transit, Inc.'s vehicle inventory is shown as Appendix C.

7. System Safety Program Plan Certification

Big Bend Transit, Inc.'s System Safety Program Plan Certification is shown as Exhibit D.

8. Inter-County Services

Big Bend Transit, Inc. provides regular scheduled and non-scheduled inter-county transportation services. Big Bend Transit, Inc. participates when operationally and cost effective in inter-county service routes operated by adjacent Community Transportation Coordinators.

9. Natural Disaster/Emergency Preparedness

Upon request, and on a capacity available basis, Big Bend Transit, Inc. enters into disaster/emergency transportation assistance agreements with residential facilities to provide ambulatory and non-ambulatory transportation services. A disaster/emergency transportation assistance agreement is in place with Lake Park of Madison.

10. Marketing

The availability of Big Bend Transit, Inc. transportation services will continue to be promoted through general and specific distribution of informational materials at locations which concentrate eligible population activity.

11. Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Madison County.

12. Service Standards

The Community Transportation Coordinator and any transportation operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Florida Commission for the Transportation Disadvantaged approved standards. These standards include:

a. Drug and Alcohol Policy

Rule 41-2.006 (4) (a), F.A.C.: Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post accident and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration. Big Bend Transit, Inc. shall comply with this standard.

b. Transport of Escorts and Dependent Children

Rule 41-2.006 (4) (b), F.A.C.: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.

Local Policy: Children under age 6 will be required to be accompanied by an escort. Escorts must be provided by the passenger. Escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

c. Use, Responsibility and Cost of Child Restraint Devices

Rule 41-2.006 (4) (c), F.A.C.: Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

Local Policy: All children 5 years of age or younger must be properly restrained no matter where they are sitting in the vehicle. Children through age 3 must be secured in a separate carrier or a vehicle manufacturer's integrated child safety seat. For children aged 4 through 5 years, a separate carrier, an integrated child safety seat, or a safety belt may be used. ([FS 316.613](#)). Device shall be provided and installed by the passenger.

d. Passenger Property

Rule 41-2.006 (4) (d), F.A.C.: Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Local Policy: Passengers shall be allowed to have two pieces of personal property which they can place in their lap. Passengers must be able to independently carry all items brought on the vehicle.

e. Vehicle Transfer Points

Rule 41-2.006 (4) (e), F.A.C.: Vehicle transfer points shall provide shelter, security and safety of passengers.

Big Bend Transit, Inc. shall comply with this standard.

f. Local Toll Free Phone Number

Rule 41-2.006 (4) (f), F.A.C.: A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The Transportation Disadvantaged Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) Will include the Transportation Disadvantaged Helpline phone number.

Big Bend Transit, Inc. shall comply with this standard.

g. Out-Of-Service Area Trips

Rule 41-2.006 (4) (g), F.A.C.: Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.

Local Policy: Inter-county services between Madison and Leon Counties is available weekly. Other inter-county services are provided when available.

h. Vehicle Cleanliness

Rule 41-2.006 (4) (h), F.A.C. Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

Local Policy: All vehicles shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

i. Billing Requirements

Rule 41-2.006 (4) (I), F.A.C. Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within seven (7) calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes.

Local Policy: Big Bend Transit, Inc. shall comply with his standard.

j. Passenger/Trip Database

Rule 41-2.006 (4) (j), F.A.C.: Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system.

Big Bend Transit, Inc. shall comply with this standard.

k. Adequate Seating

Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

Big Bend Transit, Inc. shall comply with this standard.

l. Driver Identification

Rule 41-2.006 (4) (I), F.A.C.: Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

Local Policy: Big Bend Transit, Inc. shall comply with this standard.

m. Passenger Assistance

Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

Local Policy: Drivers are not permitted individually to assist persons in wheelchairs up or down more than one step, through grass or sand or include of more than 8.33% (1:12 slope).

n. Smoking, Eating, and Drinking

Rule 41-2.006 (4) (n), F.A.C.: Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

Local Policy: The use of tobacco products on vehicles is prohibited. Eating and drinking on board the vehicle is also prohibited. Stops will be made to accommodate the needs of passengers at the discretion of the driver.

o. Passenger No-Shows

Rule 41-2.006 (4) (o), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Local Policy - Passenger no-shows are defined as trips not cancelled a minimum of two (2) hours prior to the scheduled pick-up time. Passengers shall be notified if they are considered a no-show.

p. Two-Way Communications

Rule 41-2.006 (4) (p), F.A.C.: All vehicles providing service within the coordinated system shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

Local Policy: All vehicles shall have cellular phones or push to talk radios.

q. Air Conditioning/Heating

Rule 41-2.006 (4) (q), F.A.C.: All vehicles providing service within the coordinated system shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

Local Policy: Big Bend Transit, Inc. shall comply with this standard.

r. First Aid

Rule 41-2.006 (4) (r), F.A.C.: First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers shall be certified in First Aid.

s. Cardiopulmonary Resuscitation

Rule 41-2.006 (4) (s), F.A.C.: Cardiopulmonary resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers shall be certified in cardiopulmonary resuscitation.

t. Driver Criminal Background Screening

Rule 41-2.006 (4) (t), F.A.C.: Driver background screening shall be determined locally, dependent up on purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers in the coordinated system shall meet Level 2 criminal background screening requirements in accordance with Chapter 435, Florida Statutes.

u. Fixed Route Transit Utilization

Rule 41-2.006 (4) (u), F.A.C.: In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the local Coordinating Board a percentage of total trips that will be placed on the fixed route system.

Local Policy: Not applicable.

v. Pick-Up Window

Rule 41-2.006 (4) (v), F.A.C.: The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

Local Policy: There is a ninety (90) minute pick-up window in place for all intra-county trips based on the arrival time of the passenger. There is a sixty (60) minute pick-up window in place for all intra-county trips based on the departure time of the passenger.

w. On-Time Performance

Rule 41-2.006 (4) (w), F.A.C.: The Community Transportation Coordinator and local Coordinating Board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers. This measure should also be included as part of the Community Transportation Coordinator's evaluation of its contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: Big Bend Transit, Inc. will have a 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

x. Advance Reservation Requirement

Rule 41-2.006 (4) (x), F.A.C.: The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy: Twenty-four hours advanced notice is required for all other trips scheduled within the coordinated system.

y. Safety

Rule 41-2.006 (4) (y), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 1.2 chargeable accidents per 100,000 miles during the evaluation period.

z. Reliability

Rule 41-2.006 (4) (z), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 5 roadcalls during the evaluation period.

aa. Call-Hold Time

Rule 41-2.006 (4) (aa), F.A.C.: This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the local Coordinating Board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: This standard is not applicable to this service area.

bb. Quality of Service

Rule 41-2.006 (4) (bb), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: Collect and publicly post passenger satisfaction survey ratings. There shall be no more than one complaint per 1,000 trips during the evaluation period.

cc. Safety Belt Usage

Chapter 316.614 (4), Florida Statutes: It is unlawful for any person: (a) To operate a motor vehicle in this state unless each passenger and the operator of the vehicle under the age of 18 years are restrained by a safety belt or by a child restraint device pursuant to s. 316.613, if applicable; or (b) To operate a motor vehicle in this state unless the person is restrained by a safety belt. (5) It is unlawful for any person 18 years of age or older to be a passenger in the front seat of a motor vehicle unless such person is restrained by a safety belt when the vehicle is in motion. (6)(a) Neither a person who is certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous nor an employee of a newspaper home delivery service while in the course of his or her employment delivering newspapers on home delivery routes is required to be restrained by a safety belt.

Local Policy: Passengers whose transportation is sponsored by Florida's Transportation Disadvantaged Program shall wear a safety belt while being transported unless they are certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous.

13. Local Grievance Procedure/Process

The Transportation Disadvantaged Program Grievance Procedures are shown in Appendix A.

14. Passenger Code of Conduct

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the operator:

- No loud conversations on cell phones
- No eating, drinking or smoking on board
- No riding under the influence of alcohol or illegal drugs
- No abusive, threatening or obscene language or actions
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No physical abuse of another rider, or the operator
- No operating or tampering with any equipment while onboard a BBT vehicle
- No radios, MP3 players, compact disc players or other sound generating equipment are to be played aboard the vehicles WITHOUT EAR PLUGS
- For safety reasons, please limit unnecessary conversation with operators when the vehicle is in motion

Riders who violate the rules of conduct are subject to penalties, up to and including suspension of service.

Note: Riders who engage in physical abuse or cause physical injury to another rider or operator may be subject to immediate and permanent suspension, as well as possible criminal prosecution.

a. Verbal Abuse

Verbal abuse by a rider against staff, drivers or other clients will not be tolerated. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers or other clients may be suspended from service.

b. Physical Abuse

Physical abuse of either a rider to another rider or rider to a driver will not be tolerated. Physical abuse includes but is not limited to grabbing, hitting or touching. Such abuse shall be deemed as assault. In such cases, the local police shall be notified, and the rider shall be issued a notice of suspension from service.

c. Substance Abuse

No passenger who is under the influence of alcohol or illegal drugs will be transported. If a passenger is scheduled to be returned home and they are under the influence, they will be required to find alternative means of transportation. If a pattern of such behavior exists, a suspension of transportation privileges shall be invoked.

d. Penalties

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program. Service suspension for Medicaid NET sponsored passengers must follow the Medicaid Program guidelines.

Verbal Abuse

First offense – written warning
Second offense – one week suspension of services
Third offense – 30 day suspension of services
Fourth offense – 90 day suspension of services
Fifth offense – permanently removed from service

Physical Abuse

First offense - Big Bend Transit, Inc. will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Big Bend Transit, Inc. intends to suspend his or her riding privileges and the reason for such action.

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. Appeals

A rider has ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Madison County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida’s Transportation Disadvantaged Program.

All requests for reconsideration must be in writing and delivered to:

Big Bend Transit, Inc.
P.O. Box 70
Live Oak, FL 32060

and

Transportation Disadvantaged Program
Coordinating Board Grievance Committee
2009 N.W. 67 Place, Suite A
Gainesville, Florida 32653-1603

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue. Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Madison County Transportation Disadvantaged Coordinating Board Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by Big Bend Transit, Inc. to the person requesting the hearing.

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

Chapter III: Quality Assurance

This section contains the steps the local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Community Transportation Coordinator, based on the Florida Commission for the Transportation Disadvantaged standards and the locally established service standards.

A. Community Transportation Coordinator Evaluation Process

The local Coordinating Board will evaluate the Community Transportation Coordinator's performance on an annual basis using the Commission for the Transportation Disadvantaged Quality Assurance Program Evaluation/Local Coordinating Board, Community Transportation Coordinator Evaluation Workbook. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators). The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

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Appendix A: Madison County Transportation Disadvantaged Coordinating Board Grievance Procedures

Grievance Procedures

August 1, 2022

Madison County
Transportation Disadvantaged Coordinating
Board



Madison County Transportation Disadvantaged Coordinating Board

Grievance Procedures

Approved by the

Madison County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000


Ronnie Moore, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

August 1, 2022

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Chapter I: Madison County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Madison County Transportation Disadvantaged Coordinating Board to address grievances from agencies, users, potential users, sub-contractors, and other interested parties concerning Florida's Coordinated Transportation System.

B. Agency Description

The Madison County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Madison County Transportation Disadvantaged Coordinating Board
Grievance Procedures

Designated Official Planning Agency means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida's Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Grievance means a written complaint to document any concerns regarding the operation or administration of services provided by Florida's Coordinated Transportation System by the Community Transportation Coordinator, subcontracted transportation operators, the Designated Official Planning Agency, or the Board. A grievance may also be a service complaint that has been left unresolved for more than 45 days.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Service complaint means routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. All service complaints shall be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Board.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Purpose

- (1) The Board shall appoint a Grievance Committee to serve as a mediator to process, and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Board for the improvement of service.
- (2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

Madison County Transportation Disadvantaged Coordinating Board
Grievance Procedures

- (3) The Grievance Committee and the Board shall have the authority to hear and advise on grievances. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance. Chapter 427, Florida Statutes grants no adjudicative powers to anyone.

E. Membership

- (1) The Chair, subject to approval by the Board, shall appoint five (5) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the counties in the service area.
- (2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

- (1) The Grievance Committee shall elect a Chair and Vice-Chair.

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill its responsibilities. Meetings may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. The Grievance Committee may meet following Board meetings to hear complaints and grievances. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

Madison County Transportation Disadvantaged Coordinating Board
Grievance Procedures

- (5) **Conflict of Interest.** In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse themselves from hearing the grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

- (6) **Proxy Voting.** Proxy voting is not permitted.
- (7) **Parliamentary Procedures.** The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.
- (8) **Public Comment.** Public comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

Members of the public shall be allowed to address the Committee following the making of a motion that has been properly seconded concerning a proposition before the Committee. Such comments shall be directed to the Chair.

All comments made by Committee members, Committee staff, guests and members of the public during any public meeting of the Grievance Committee shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:

1. We will be respectful of one another even when we disagree;
2. We will direct all comments to the issues; and
3. We will avoid personal attacks.

H. Administration

- (1) **Staff Support.** The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.
- (2) **Minutes.** The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

The Grievance Committee shall make recommendations to the Board, the Community Transportation Coordinator, and/or to the Florida Commission for the Transportation Disadvantaged for improvement of service.

J. Procedures

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.
- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Madison County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.

**Madison County Transportation Disadvantaged Coordinating Board
Grievance Procedures**

- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.
- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

- (1) Appeals of recommendations by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:

Madison County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.

Madison County Transportation Disadvantaged Coordinating Board
Grievance Procedures

- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension of service by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The suspended rider will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether

Madison County Transportation Disadvantaged Coordinating Board
Grievance Procedures

or not to uphold the suspension. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended rider requesting the reconsideration.

M. Prohibition Against Retaliation

The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

N. Alternative Recourse

Apart from these grievance processes, aggrieved parties with proper standing, may also have recourse through Chapter 120, Florida Statutes, administrative hearings process or the judicial court system.

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Madison County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Madison County Transportation Disadvantaged Coordinating Board the 2nd day of August 2021.



Ronnie Moore, Chair
Madison County Transportation Disadvantaged Coordinating Board

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Appendix B: Cost/Revenue Allocation and Rate Structure Justification



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Big Bend Transit, Inc.
Service Rate Effective Date	7/1/2022

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Trip	\$41.85
* Wheel Chair	Trip	\$71.74
* Stretcher	Select Unit of Measure	Enter \$ Per Unit
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	\$35.00

Preliminary Information Worksheet Version 1.4

CTC Name: Big Bend Transit, Inc.

County (Service Area): Madison

Contact Person: Shawn Mitchell

Phone # 850-574-6266 X111

Check Applicable Characteristic:

<p>ORGANIZATIONAL TYPE:</p> <p><input type="radio"/> Governmental</p> <p><input checked="" type="radio"/> Private Non-Profit</p> <p><input type="radio"/> Private For Profit</p>	<p>NETWORK TYPE:</p> <p><input type="radio"/> Fully Brokered</p> <p><input type="radio"/> Partially Brokered</p> <p><input checked="" type="radio"/> Sole Source</p>
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Madison County
Transportation Disadvantaged Service Plan

	Prior Year's ACTUALS from July 1st of 2020 to June 30th of 2021	Current Year's APPROVED Budget, as amended from July 1st of 2021 to June 30th of 2022	Upcoming Year's PROPOSED Budget from July 1st of 2022 to June 30th of 2023	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	\$ 17,052	\$ 17,564	\$ 18,090	3.0%	3.0%	Purchased for Service. Farebox used as Match.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 1,379	\$ 1,420	\$ 1,463	3.0%	3.0%	
Bus Pass Program Revenue						
Local Government						
District School Board						Purchased for Service
Compl. ADA Services						
County Cash	\$ 16,780	\$ 16,780	\$ 16,780	0.0%	0.0%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 273,389	\$ 210,961	\$ 210,961	-22.8%	0.0%	Per Allocation
Non-Spons. Capital Equipment	\$ 83,877			-100.0%		
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						Used as Subsidy. 5311 For FY 21/22 based on projected actual. That amount is carried over for FY 22/23
49 USC 5310	\$ 198,594			-100.0%		
49 USC 5311 (Operating)	\$ 309,989	\$ 305,235	\$ 305,235	-1.5%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid	\$ 22,936	\$ 97,833	\$ 147,782	326.5%	51.1%	Purchased for Service. Amounts used to balance
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
APD						
Office of Disability Determination	\$ 185	\$ 191	\$ 196	3.0%	3.0%	Purchased for Service
Developmental Services	\$ 13,427	\$ 13,830	\$ 14,245	3.0%	3.0%	
Other APD (specify in explanation)						
Bus Pass Program Revenue						
Balancing Revenue is Short By =		None				
Total Revenues =	\$937,608	\$663,813	\$714,752	-29.2%	7.7%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures							
Labor	\$ 302,067	\$ 314,150	\$ 326,716	4.0%	4.0%	Wages are projected to increase by more than 3% due to the increase in the minimum wage in Florida. While all Madison Drivers currently earn more than the new minimum wage, they will still be eligible for pay adjustments. A portion of Fringe benefits will also increase for the same reason. Fuel costs (Materials) has increased by almost 100% since 2021. Fuel costs make up 67% of our materials cost. As such, Materials and supplies Expense will increase by 68% by FY 22/23	
Fringe Benefits	\$ 129,865	\$ 134,410	\$ 139,115	3.5%	3.5%		
Services	\$ 36,119	\$ 37,203	\$ 38,319	3.0%	3.0%		
Materials and Supplies	\$ 65,507	\$ 87,779	\$ 117,624	34.0%	34.0%		
Utilities	\$ 8,379	\$ 8,630	\$ 8,889	3.0%	3.0%		
Casualty and Liability	\$ 55,753	\$ 57,426	\$ 59,148	3.0%	3.0%		
Taxes	\$ 246	\$ 253	\$ 261	3.0%	3.0%		
Purchased Transportation:							
Purchased Bus Pass Expenses							
School Bus Utilization Expenses							
Contracted Transportation Services							
Other							
Miscellaneous	\$ 10,348	\$ 10,658	\$ 10,978	3.0%	3.0%		
Operating Debt Service - Principal & Interest							
Leases and Rentals	\$ 12,916	\$ 13,303	\$ 13,703	3.0%	3.0%		
Contrib. to Capital Equip. Replacement Fund							
In-Kind, Contributed Services	\$ -	\$ -	\$ -				
Allocated Indirect							
Capital Expenditures							
Equip. Purchases with Grant Funds	\$ 282,471			-100.0%	-100.0%		
Equip. Purchases with Local Revenue	\$ 25,184			-100.0%	-100.0%		
Equip. Purchases with Rate Generated Rev.							
Capital Debt Service - Principal & Interest							
ACTUAL YEAR GAIN	\$8,753						
Total Expenditures =	\$928,855	\$663,813	\$714,753	-28.5%	7.7%		

Transportation Disadvantaged Service Plan

		Upcoming Year's BUDGETED Revenues		What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> EXcluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
		from				
		July 1st of				
		2022				
		to				
		June 30th of				
		2023				
REVENUES (CTC/Operators ONLY)						
Local Non-Govt						
Farebox	\$	18,090	\$	18,090	\$	-
Medicaid Co-Pay Received	\$	-	\$	-	\$	-
Donations/ Contributions	\$	-	\$	-	\$	-
In-Kind, Contributed Services	\$	-	\$	-	\$	-
Other	\$	1,463	\$	1,463	\$	-
Bus Pass Program Revenue	\$	-	\$	-	\$	-
Local Government						
District School Board	\$	-	\$	-	\$	-
Compl. ADA Services	\$	-	\$	-	\$	-
County Cash	\$	16,780	\$	16,780	\$	-
County In-Kind, Contributed Services	\$	-	\$	-	\$	-
City Cash	\$	-	\$	-	\$	-
City In-kind, Contributed Services	\$	-	\$	-	\$	-
Other Cash	\$	-	\$	-	\$	-
Other In-Kind, Contributed Services	\$	-	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-	\$	-
CTD						
Non-Spons. Trip Program	\$	210,961	\$	210,961	\$	-
Non-Spons. Capital Equipment	\$	-	\$	-	\$	-
Rural Capital Equipment	\$	-	\$	-	\$	-
Other TD	\$	-	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-	\$	-
USDOT & FDOT						
49 USC 5307	\$	-	\$	-	\$	-
49 USC 5310	\$	-	\$	-	\$	-
49 USC 5311 (Operating)	\$	305,235	\$	305,235	\$	-
49 USC 5311(Capital)	\$	-	\$	-	\$	-
Block Grant	\$	-	\$	-	\$	-
Service Development	\$	-	\$	-	\$	-
Commuter Assistance	\$	-	\$	-	\$	-
Other DOT	\$	-	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-	\$	-
AHCA						
Medicaid	\$	147,782	\$	147,782	\$	-
Other AHCA	\$	-	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-	\$	-
APD						
Office of Disability Determination	\$	196	\$	196	\$	-
Developmental Services	\$	14,245	\$	14,245	\$	-
Other APD	\$	-	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-	\$	-
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve	\$	-	\$	-	\$	-
Total Revenues =		\$ 714,752	\$ 409,517	\$ 305,235	\$	-

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 326,716
Fringe Benefits	\$ 139,115
Services	\$ 38,319
Materials and Supplies	\$ 117,624
Utilities	\$ 8,889
Casualty and Liability	\$ 59,148
Taxes	\$ 261
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 10,978
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 13,703
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 714,753
<i>minus</i> EXCLUDED Subsidy Revenue =	\$ 305,235
Budgeted Total Expenditures INCLUDED	
in Rate Base =	\$ 409,518
Rate Base Adjustment ¹ =	(\$8,753)
Adjusted Expenditures Included in Rate	
Base =	\$ 400,765

<p>PROGRAM-WIDE RATES</p> <p>Total <u>Projected</u> Passenger Miles = 206,419</p> <p>Rate Per Passenger Mile = \$ 1.94</p> <p>Total <u>Projected</u> Passenger Trips = 9,010</p> <p>Rate Per Passenger Trip = \$ 44.48</p>	<p>Fiscal Year</p> <p>2022 - 2023</p> <p>Avg. Passenger Trip Length 22.9 Miles</p>
<p>Rates If No Revenue Funds Were Identified As Subsidy Funds</p> <p>Rate Per Passenger Mile = \$ 3.42</p> <p>Rate Per Passenger Trip = \$ 78.36</p>	

RATES FOR FY: 2022 - 2023	
Ambul	Wheel Chair
8,217	793
\$41.85	\$71.74

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Appendix C: Vehicle Inventory



**Big Bend Transit, Inc.
Vehicle Inventory**

Year	Make	Model	Vehicle Type	VIN Number	FDOT Control # (if applicable)	Agency Vehicle #	Ramp or Lift (specify)	# of Seats and W/C Positions	Other Equipment	Use	Average Miles/Yr	Current Mileage	Funding Source	Name of Title Holder	Acquisition Date	Cost	% Federal funding	Location	Condition	Expected Date of Retirement	Date of Disposition (if applicable)	Sale Price (if applicable)	Status
2009	Ford	E350	F	1FBNE31L19DA91484	80207	0910	N/A	11 AMB	Camera System	Public Transportation	6,900	62,406	5310	FDOT	26/08/2009		80%	Madison	Good	26/08/2018			Active
2011	Ford	E450	D	1FDFE4FS8BDA86791	80292	1102	Lift	12+2	Camera System	Public Transportation	25,400	167,745	5310	FDOT	27/07/2011		80%	Madison	Good	27/11/2019			Active
2013	Ford	E450	D	1FDFE4FS4DDA92980	91218	1302	Lift	12+2	Camera System	Public Transportation	42,800	297,535	5310	FDOT	7/17/2013		80%	Madison	Good	12/08/2018			Active
2014	Ford	E450	D	1FDFE4FS6FDA19631	91235	1411	Lift	12+2	Camera System	Public Transportation	32,000	202,064	5310	FDOT	18/03/2015		80%	Madison	Good	28/04/2020			Active
2015	Ford	E450	D	1FDEE3FL1FDA20796	91240	1503	Lift	12+2	Camera System	Public Transportation	41,000	192,580	5310	FDOT	24/07/2015		80%	Madison	Good	18/11/2020			Active
2015	Ford	E350	D	1FDEE3FLXFDA37466	91256	1505	Lift	12+2	Camera System	Public Transportation	26,500	152,141	5310	FDOT	08/10/2015		80%	Madison	Good	01/01/2020			Active

Appendix D: Safety Compliance Self Certification

Big Bend Transit, Inc.
Substance Abuse Management Policy
In accordance with USDOT and FTA Regulations

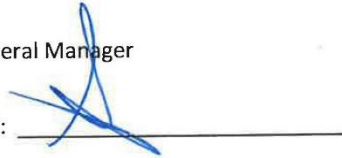
Big Bend Transit, Inc. is dedicated to providing safe, dependable, and economical transportation service to its patrons. Big Bend Transit, Inc. employees are a valuable resource and it is our agency's goal to provide a safe, healthy and satisfying working environment, free of the potential dangers posed by a safety-sensitive employee's use of prohibited drugs or misuse of alcohol.

This policy is established to comply with the Federal Transit Administration regulations codified as 49 CFR Part 655, as amended and USDOT regulations codified as 49 CFR Part 40, as amended. ***Policy provisions authorized by Big Bend Transit, Inc. are italicized and bolded throughout this policy.*** All other policy provisions are implemented under the authority of the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA).

This policy is approved by: Shawn Mitchell

Title of approving official: General Manager

Signature of approving official: _____



Date signed: 02/01/2022

Policy effective date: 02/01/2022

North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



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Madison County Transportation Disadvantaged Coordinating Board

2009 NW 67th Place, Gainesville, FL 32653-1603

www.ncfrpc.org/td